



Accessibility of TSB Webcasts

Action Item

Recommendation: Approve recommendation to provide transcripts of TSB webcasts on request.

Background

The technical requirements for accessibility of websites is mandated by Section 508 of the Rehabilitation Act (29 U.S.C. 794d), and made applicable to state government by California Government Code 11135. The requirements are as follows:

- ...
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.
- ...
(k) A text-only page, with equivalent information or functionality, shall be provided to make a website comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.

Discussion

Section 508 and Government Code 11135 accessibility requirements for webcasts could be met by either transcribing text or adding closed captioning to videos. Such accommodation is typically provided on request. California organizations, such as the California Department of Industrial Relations, have online accommodation statements that specify where and when accommodation requests can be sent. DTS includes similar accommodation request information in our public meeting announcements, such as the announcement of TSB meetings.

Most government organizations typically do not offer closed captioning to meet accessibility requirements. A major exception is the State of New York policy where captioning is mandatory. The most prevalent choice tends to be the transcribing of webcasts for any video published, posted, or streamed on the Internet and Intranet.



Recommendation

Rates for transcribing webcasts can range up to \$300 per hour of video, depending on how quickly the transcript is needed. Costs for closed captioning are approximately \$600 per hour of video. Considering the cost differential relative to the additional accessibility provided, DTS recommends transcripts be made available when requested by those needing accommodation.